

ACN View iPhone Edition

End User Manual



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1. About ACN View iPhone Edition

ACN View *iPhone Edition* is a SIP-based phone for the Apple iPhone™ mobile digital device, and iPod touch™ mobile digital device.

With ACN View *iPhone Edition* (ACN View), you can use the Wi-Fi internet connection on your iPhone, or iPod touch to make and receive calls without using mobile data. In addition, with iPhone (but not with iPod touch), you can use the mobile data connection for phone calls when you are not in a Wi-Fi zone.

Standard Telephone Features

ACN View *iPhone Edition* has all the standard telephone features, including:

- Call display
- Speakerphone, Mute, and Hold.
- Call history – list of received, missed, and dialed calls.
- Call transfer.
- Three-way audio conference.
- Support for DTMF: the ability to enter numbers to use with an auto attendant.

Advanced Features

- Video calls.
- Instant Messaging and Presence
- Call quality statistics.
- Application diagnostics (logging and log files uploading).
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- Application diagnostics (logging and log files uploading).

Accessories

The following accessories are supported:

- Headset with microphone (including Bluetooth™): ACN View *iPhone Edition* uses the ear-piece and microphone on the headset.
- Headphones (no microphone): ACN View *iPhone Edition* uses the ear-piece on the headphone and the built-in microphone on the device.

2. Configuring ACN View

2.1 Getting Ready

1. Once you have installed ACN View *iPhone Edition*, make sure you have set up Wi-Fi and mobile data correctly on your device:

- Set up Wi-Fi: from the main iPhone screen, tap Settings > Wi-Fi. Turn on the Wi-Fi field. The panel will be populated with access points. Tap to choose an access point and wait for the item to show a checkmark (indicating that you are connected).
- Set up mobile data (if applicable): from the main iPhone screen, tap Settings > General > Network \ Cellular, and turn on the Cellular Data field.

1. Set up notifications in order to receive notification when ACN View is in the background: from the main iPhone screen, tap Settings > Notifications. Tap ACN View and set up the following:
 - Notification center (if desired): On to display ACN View notifications in the iPhone's notification center.
 - Alert Style: Choose how you want to be notified of incoming calls and messages when ACN View is in the background. None to receive no notification.
 - Badge App Icon: On to display a number of notifications on the ACN View icon.
 - Sounds: On to enable the sound preferences you choose on ACN View. Off to disable any sound for notifications while ACN View is in the background.
 - View in Lock Screen: On to receive notifications when the iPhone is locked.
3. Obtain the following information from your ACN View account:
 - Your 8 digit User ID
 - 4 digit password.

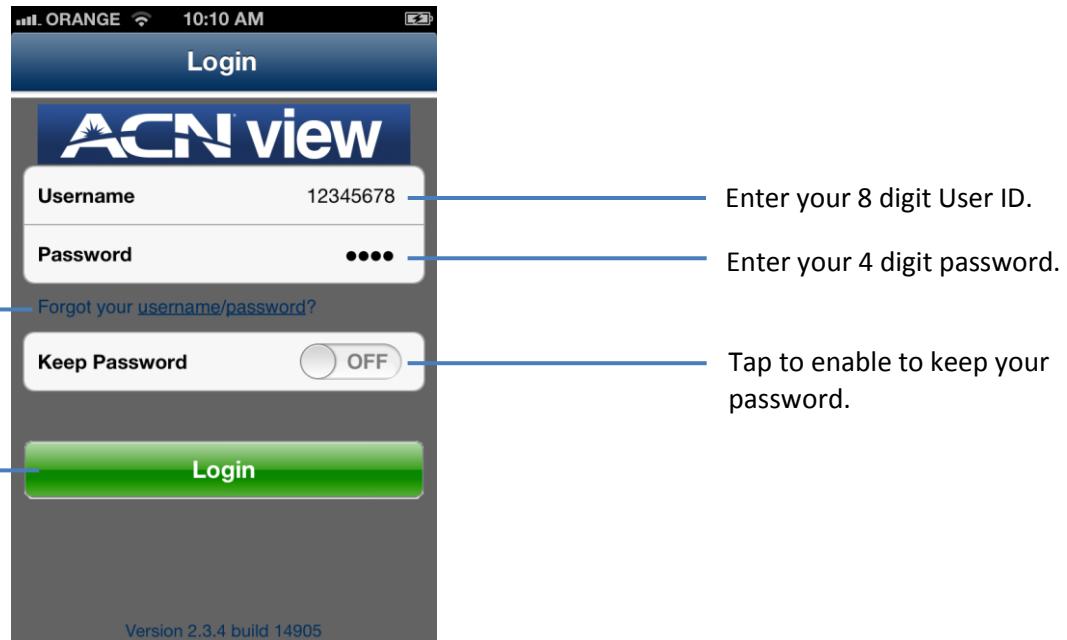
4. Tap the ACN View icon on the iPhone.



5. If prompted, give ACN View a permission to access your Contacts on the iPhone. Without the permission, the ACN View's Contacts tab will be empty.

2.2 Logging into ACN View

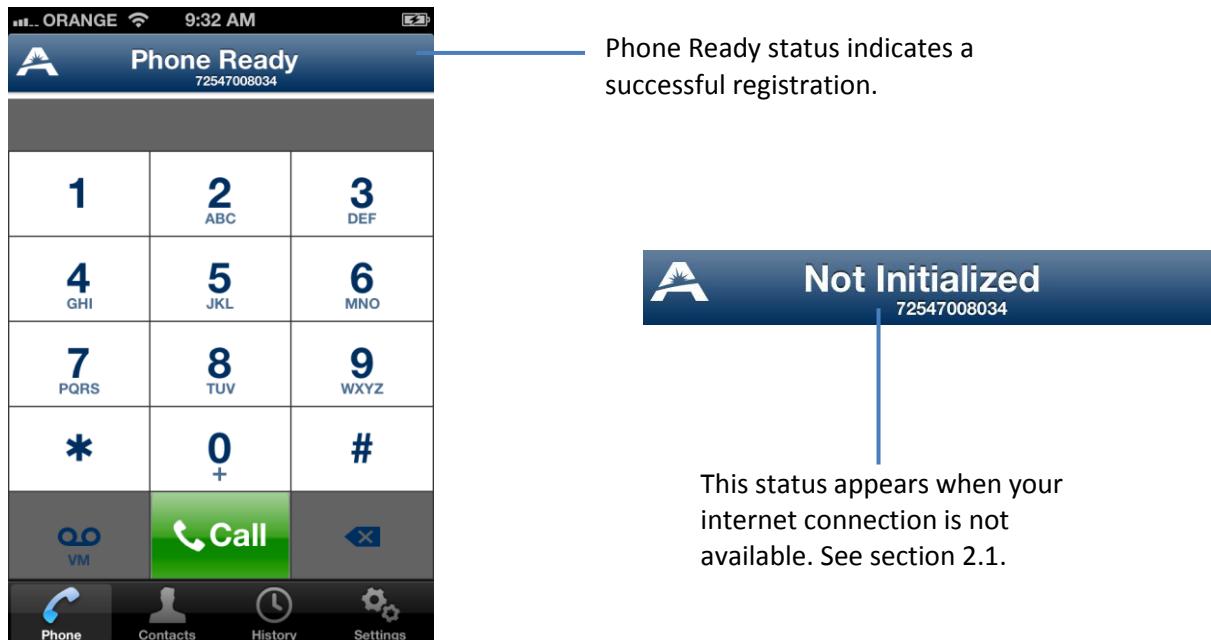
To use ACN View as a phone, you need to enter your 8 digit User ID provided in the ACN View welcome email and 4 digit number you have selected upon registration.



3. Making Phone Calls

3.1. Starting and Quitting ACN View

Start ACN View. After a few seconds, the message "Phone Ready" appears. ACN View is ready.



Logout

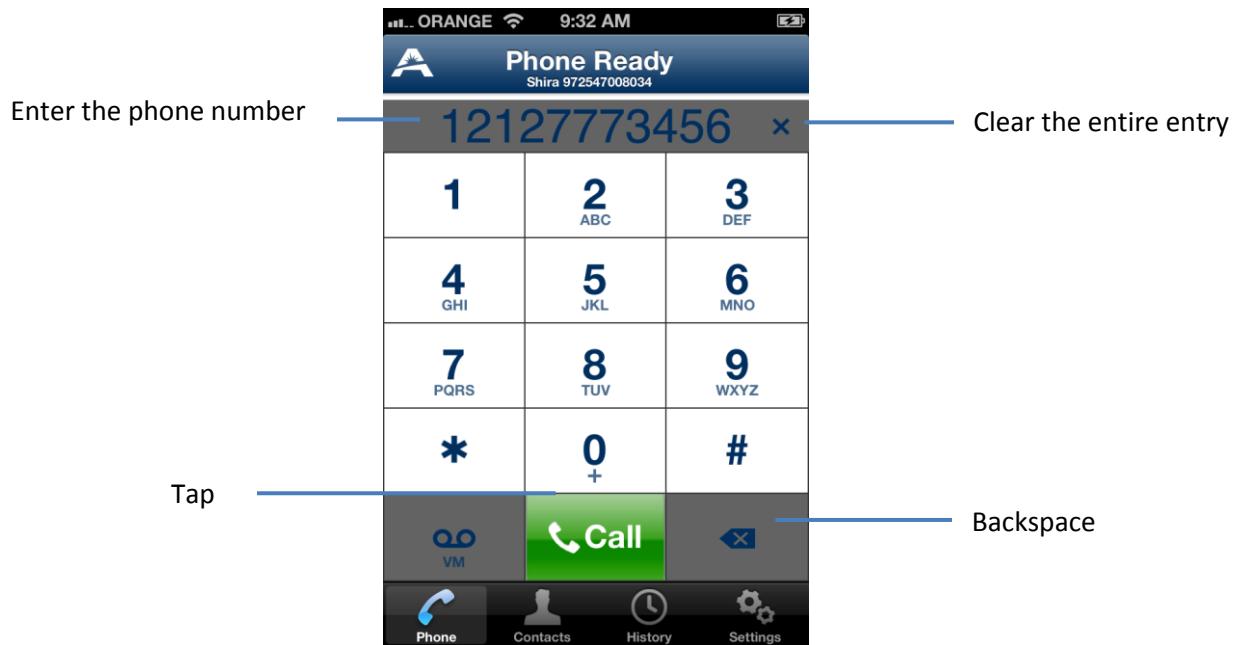
In order to logout from the ACN View Go to Settings > Preferences. Scroll down to the bottom of the page and choose 'Logout'.

Quitting

Double-tap the Home button on the iPhone. The list of active applications appears. Long-tap the ACN View icon until the red icon appears. Tap the red icon to close the application.

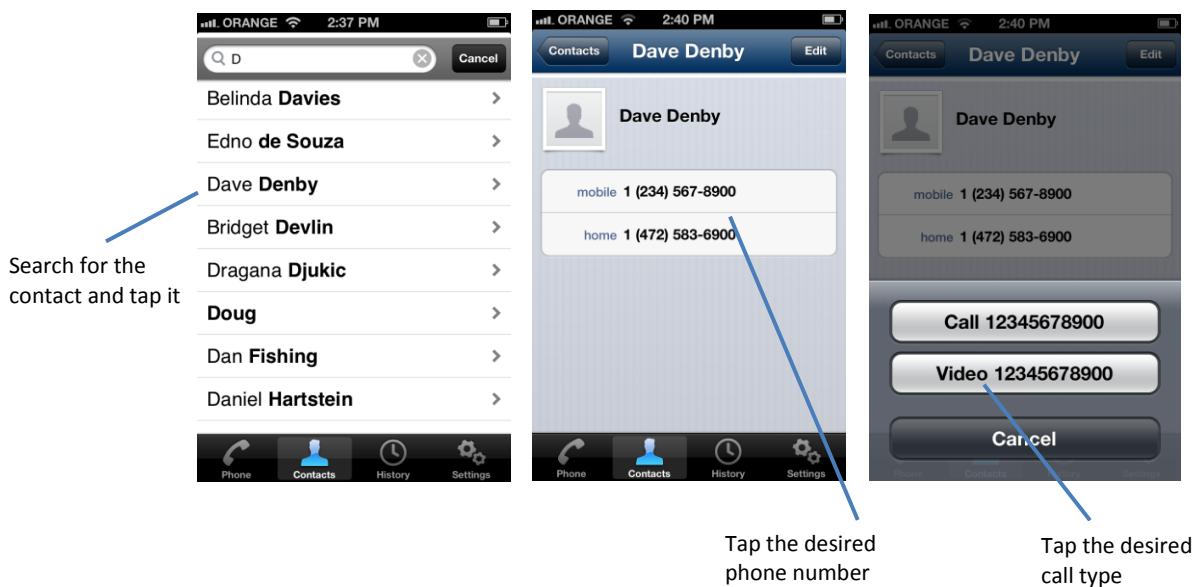
3.2. Placing a Call

Using the Keypad



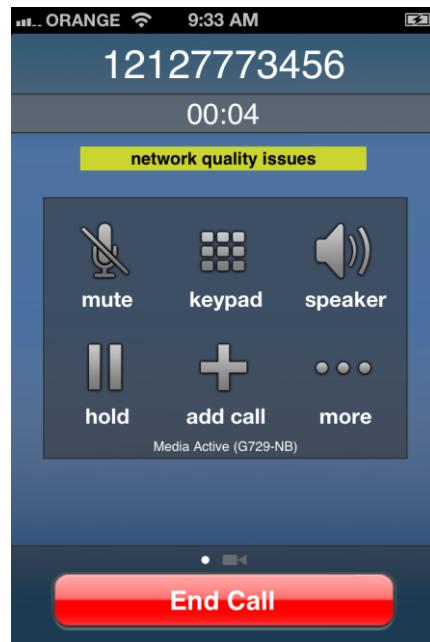
From the iPhone Contact List

Tap the Contacts tab at the bottom of the screen.



The “network quality issues” Message

This message appears if there is network congestion or a poor quality Wi-Fi signal. Try moving closer to your Wi-Fi access point.



3.3. Handling Incoming Calls

When ACN View Is in the Foreground



When ACN View Is in the Background

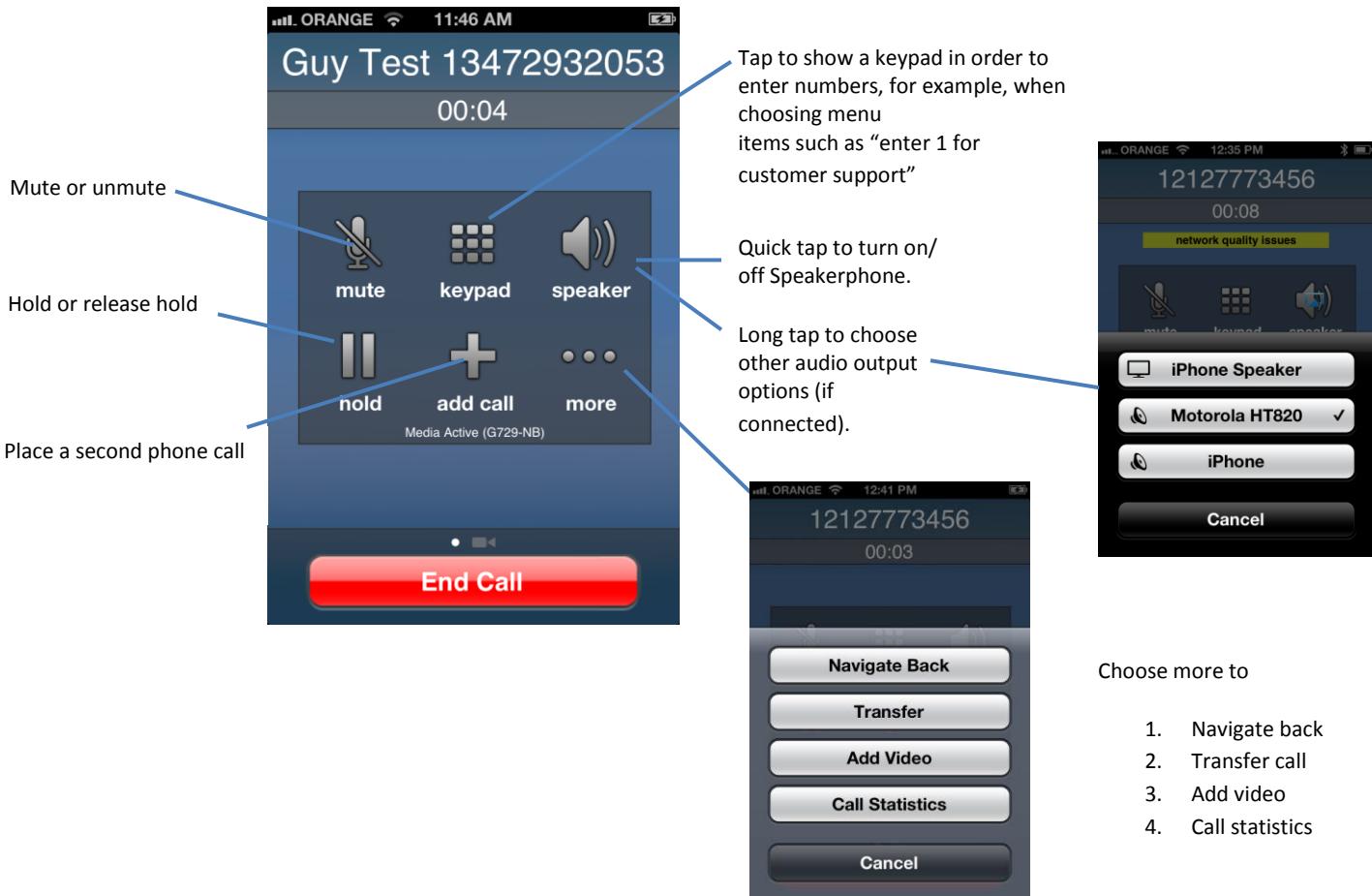
If you have an iPhone 3GS (or newer), or 3rd (or higher) generation iPod touch, you can run ACN View in the background and still receive calls. Make sure you set the Alert style to Alerts or Banners by tapping the Home button > Settings > Notifications > ACN View.

Tap to answer a call.

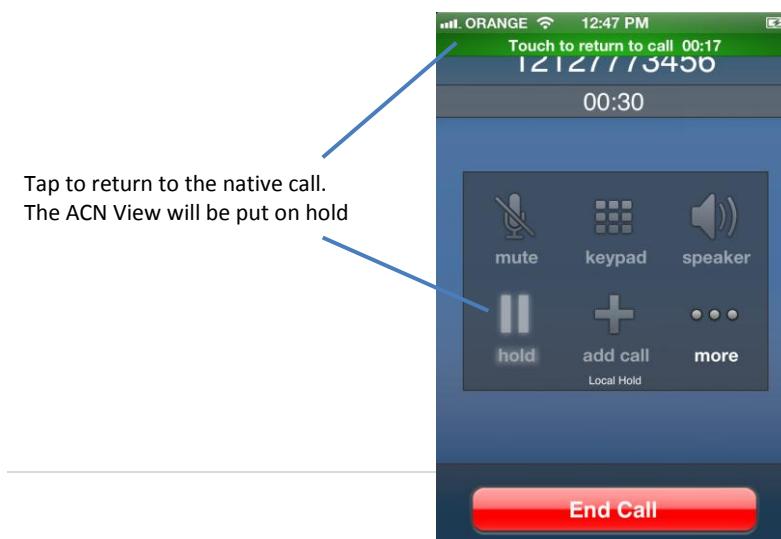


If you tap Close, the incoming call will continue to ring until it times up

3.4. Handling One Established Call

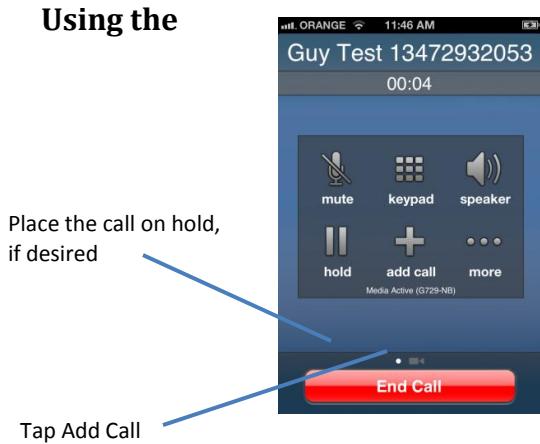


Handling a ACN View Call and a Native Call

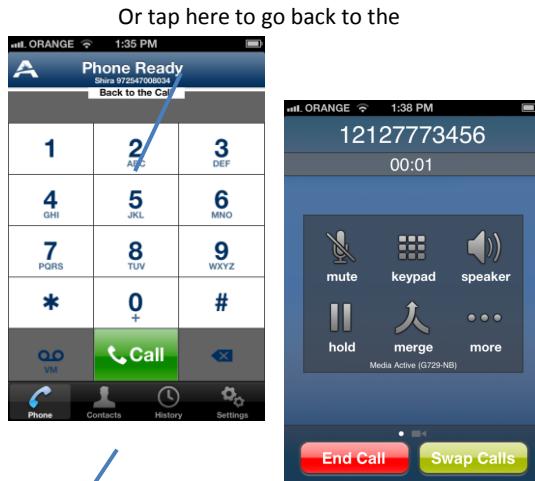


3.5. Placing a Second¹ ACN View Call

Using the



Keypad



When the call connects, the first call is put on hold. You are now speaking to the second person. To switch to the other person, tap Swap Calls.

Tap Add Call

Dial the number of the second person and tap Call

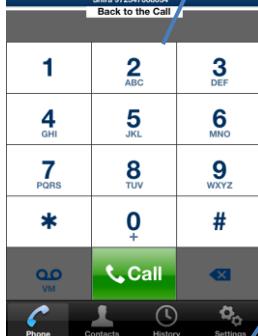
From the iPhone Contact List

Place the call on hold, if desired

Tap Add Call

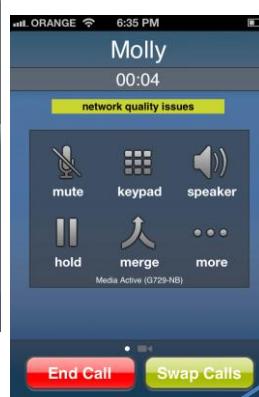


Or tap here to go back to the first call



Tap Contacts

Search for the person and tap the phone number



When the call connects, the first call is put on hold. You are now speaking to the second person. To switch to the other person, tap Swap Calls.

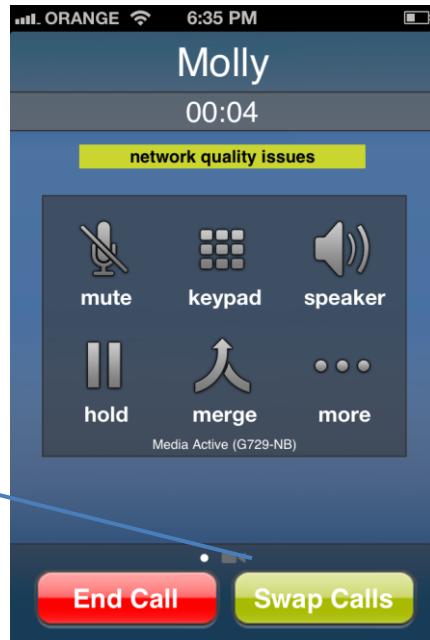
¹ Adding a second call is supported only when the existing call is an incoming one (when someone else called you). A second call while on an outgoing call is not supported

Choose your call type

3.6. Handling Two Established Calls

Handling Two ACN View Calls

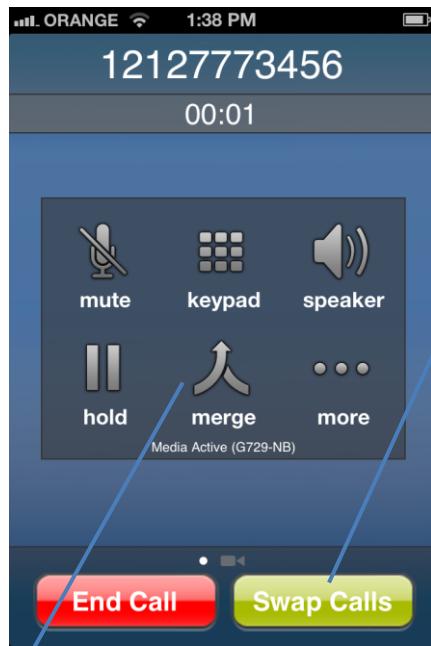
To switch to the other person,
tap Swap Calls



3.7. Conference Call

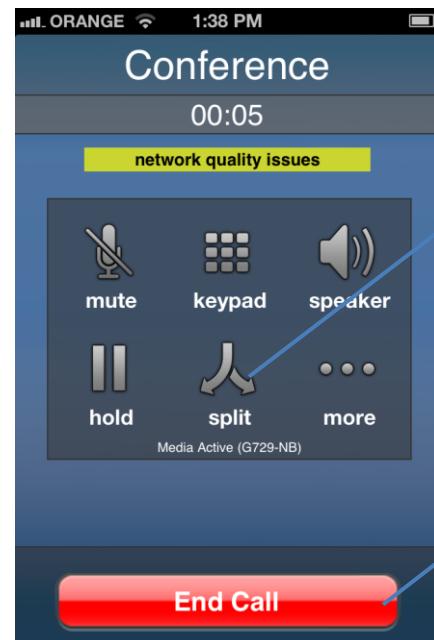
When you have two ACN View calls established, you can merge the calls into a three-way conference call.

Establish two calls
(page 11)



Tap Merge
The two calls are
merged into a
conference

You know there are two calls
established because the Swap Calls
button is showing.



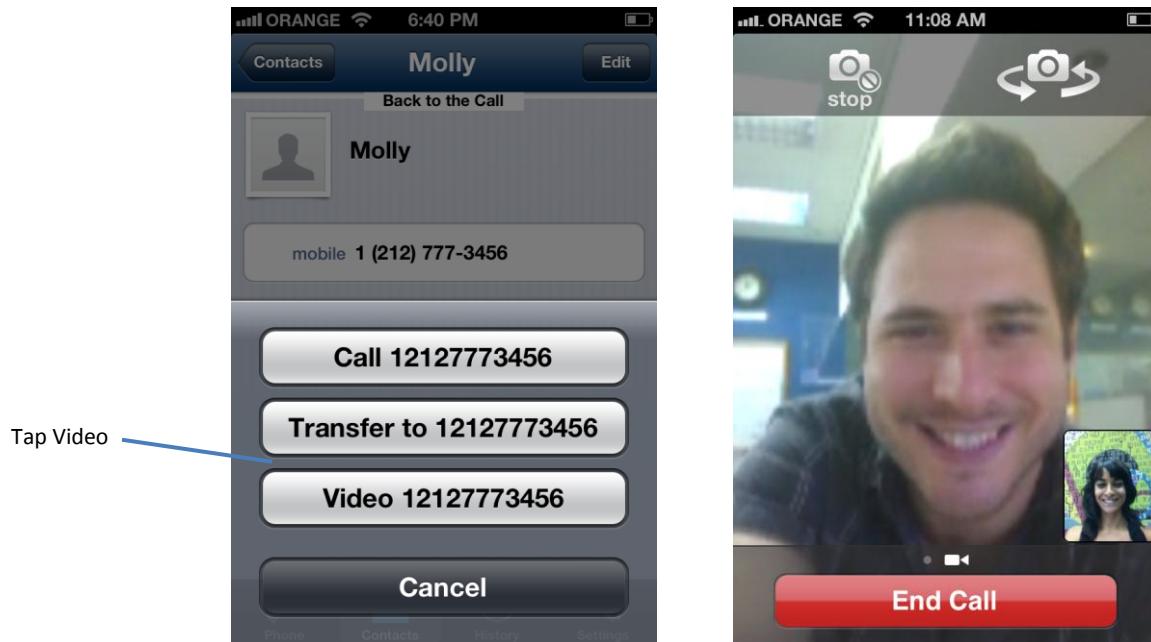
If desired you can split
the conference back
into two calls

Clicking End Call ends
the conference and
hangs up on both calls

3.8. Handling Video Calls

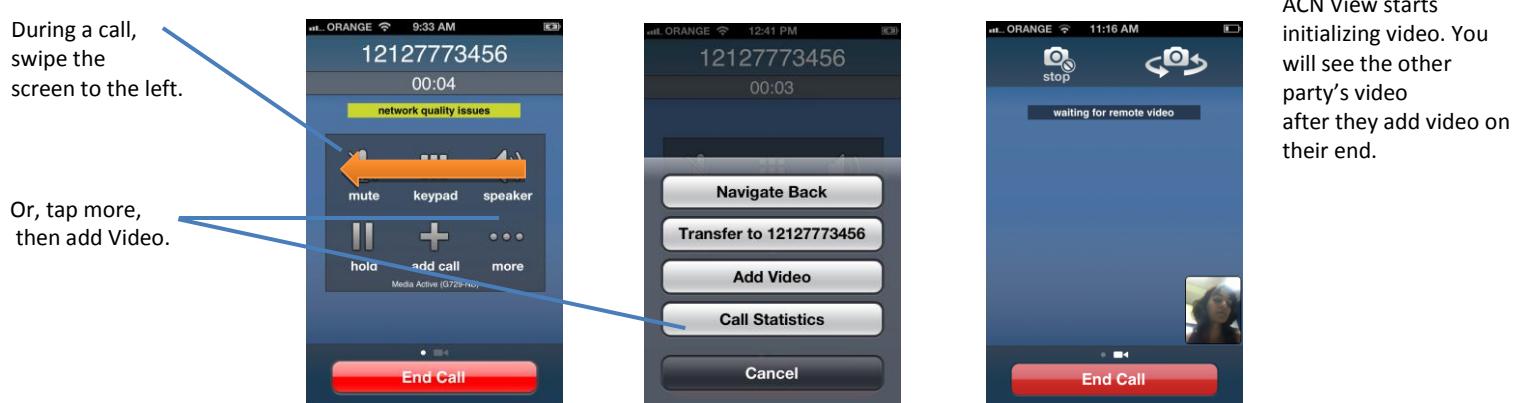
Placing a Video Call

Go to Contacts, and tap a softphone number.



Adding Video during an Audio Call

When you place a call using Dialpad, ACN View makes an audio call. You can add video to the audio call.



Receiving a Video Call

When the other party places a video call, you will see their video on ACN View after you answer the call.

- You can start sending your video if desired by tapping the Send icon.
- If you do not want to receive the other party's video during a call, swipe the screen to the right, and tap more > Remove Video. The call will be switched to an audio call.

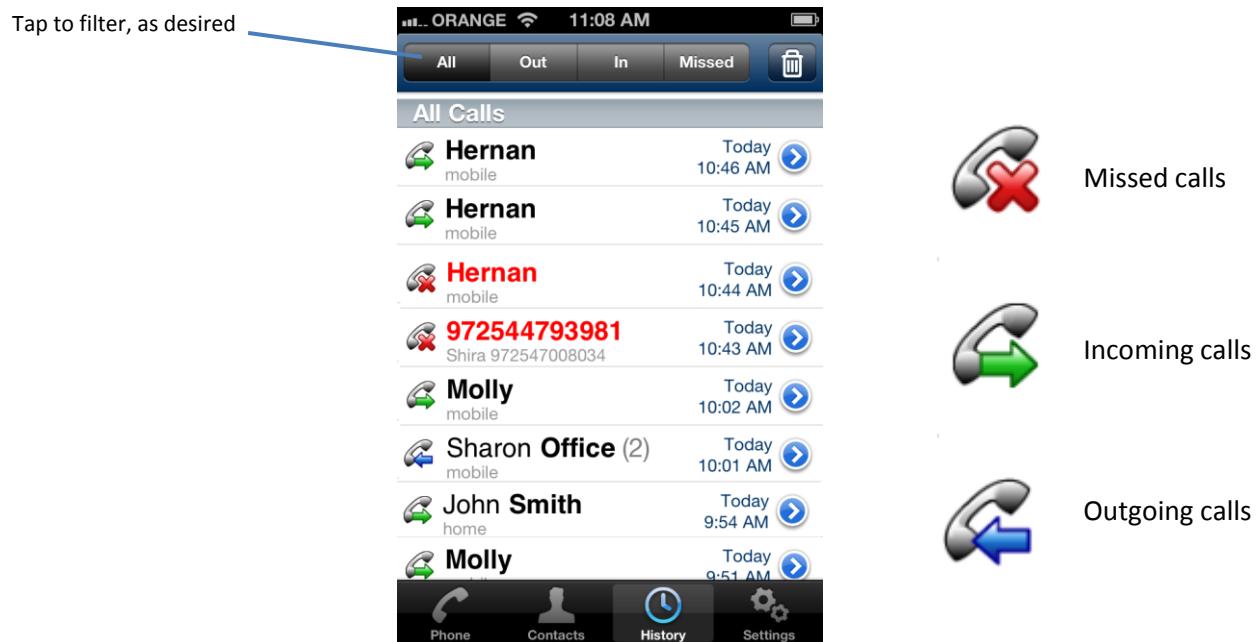
During a Video Call

During a video call, you can:

- Transfer a video call. The transferred call will be placed as an audio call, and then both parties can add video to the audio call.
- Establish two video calls and merge them into an audio conference call (no video conference call supported yet).

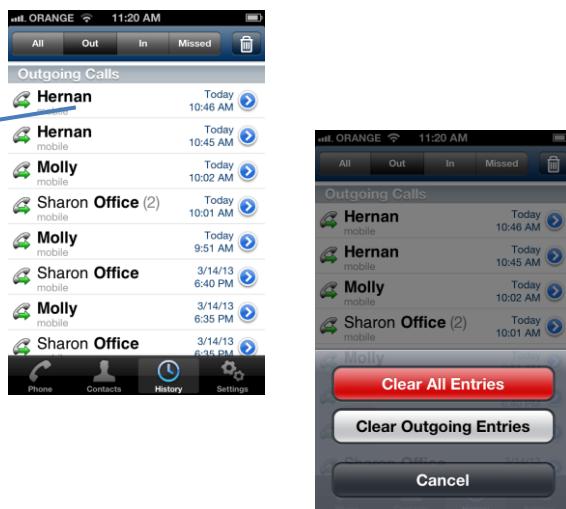
3.9. Call History

Tap the History icon at the bottom of the screen.



Clearing the History

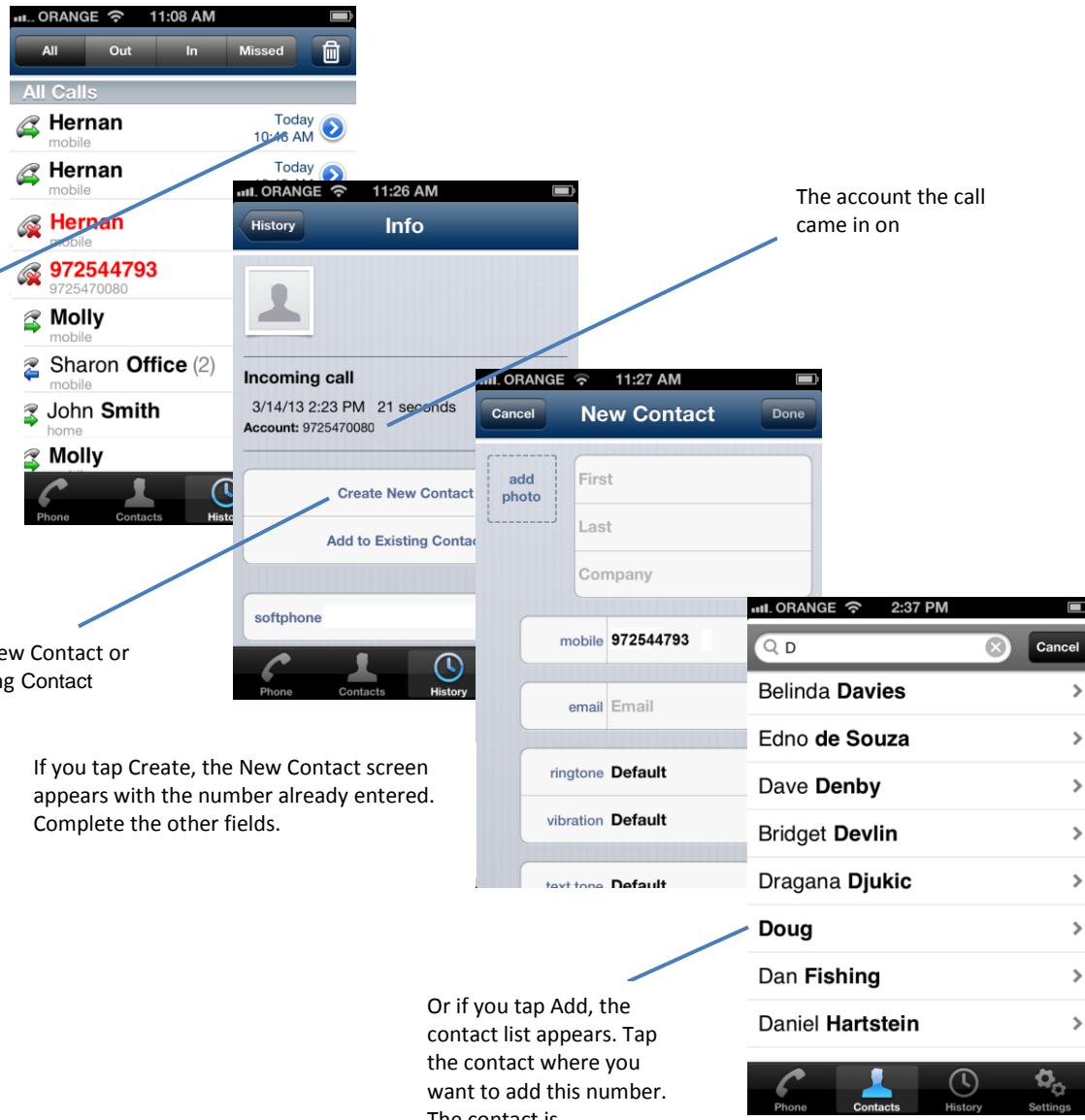
Tap to clear the current view. For example, clear only outgoing calls



Tap to confirm

Creating a Contact from History

You can create a contact from a history item.



4. Presence and Instant Messaging

With Presence and Instant Messaging, you can share your online status (presence) and exchange instant messages with the contacts who have an 8 digits ACN View user id. Presence and Instant Messaging is available as an in-app purchase.

Sending an IM

You can send an instant message to your buddy who is online. If you have no buddies, add someone as a buddy first (section 6.2).



You can also call this person if this person provides a phone number. SIP is used to make calls.

4.1. Receiving an IM

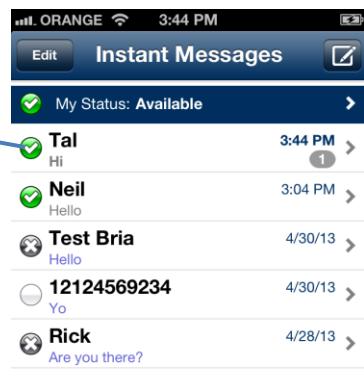
An alert comes up when you receive an IM.

Tap.

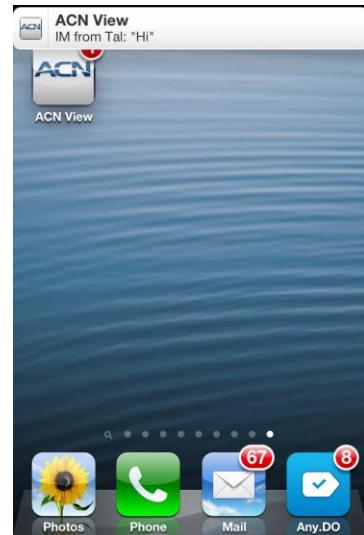


When ACN View is in the background

A new message appears on the top.

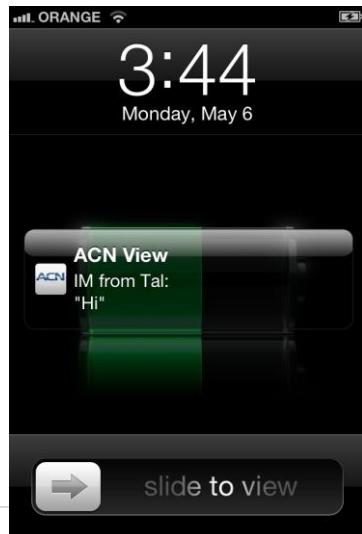


Tap to see the message.



To change notification display type, go to your device Settings - Notifications - ACN View under Alert style.

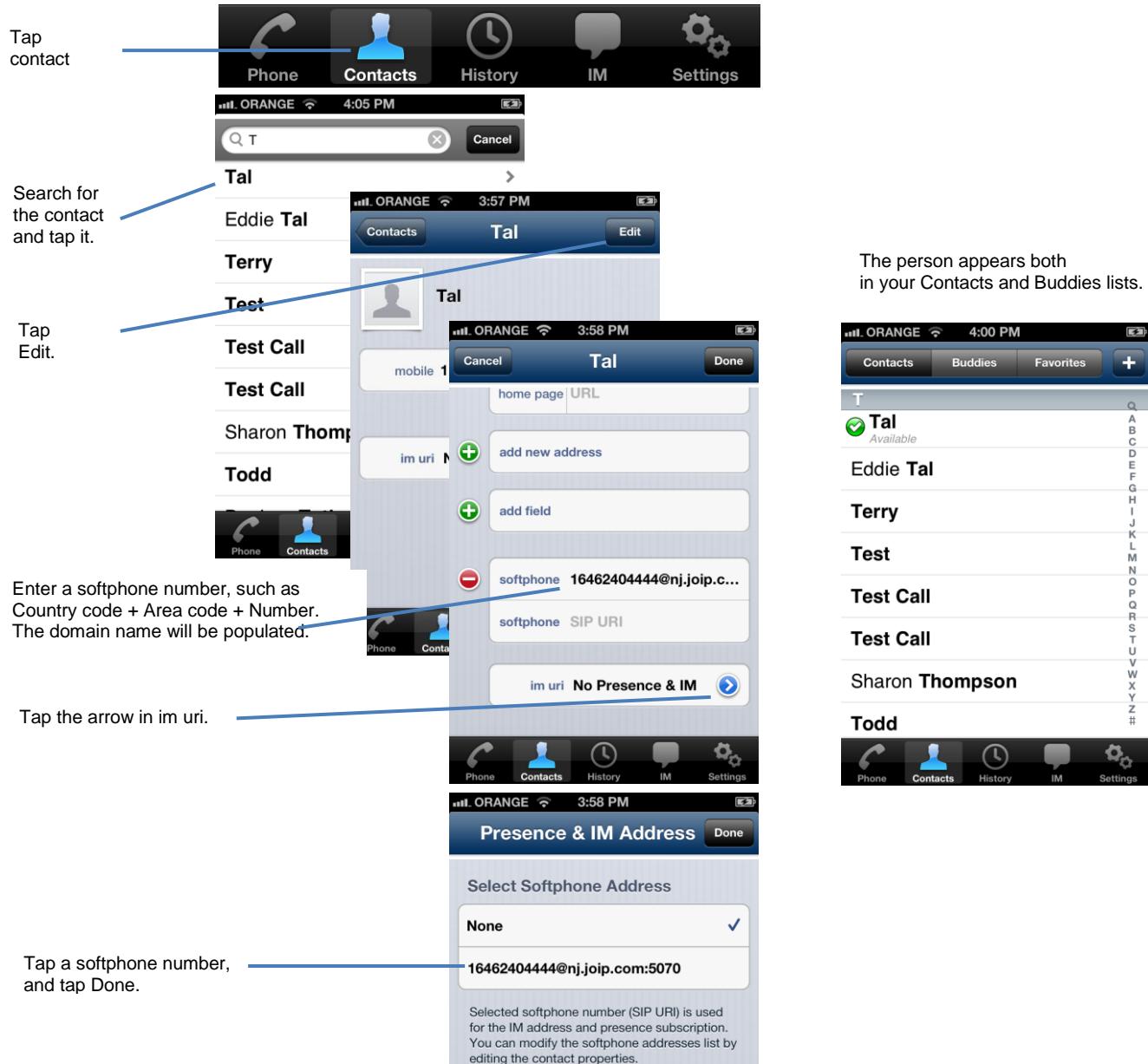
When your iPhone is locked



4.2. Viewing Others' Status (Adding a Buddy)

To view someone's online status, you need to add this person as a buddy. A buddy must have a softphone number. Softphone numbers are typically a username. Your buddies are stored in your local iPhone contacts. To see someone's online status, you can either add a new contact as a buddy, or edit an existing contact.

Editing an existing contact to see online status



Adding a new contact as a buddy

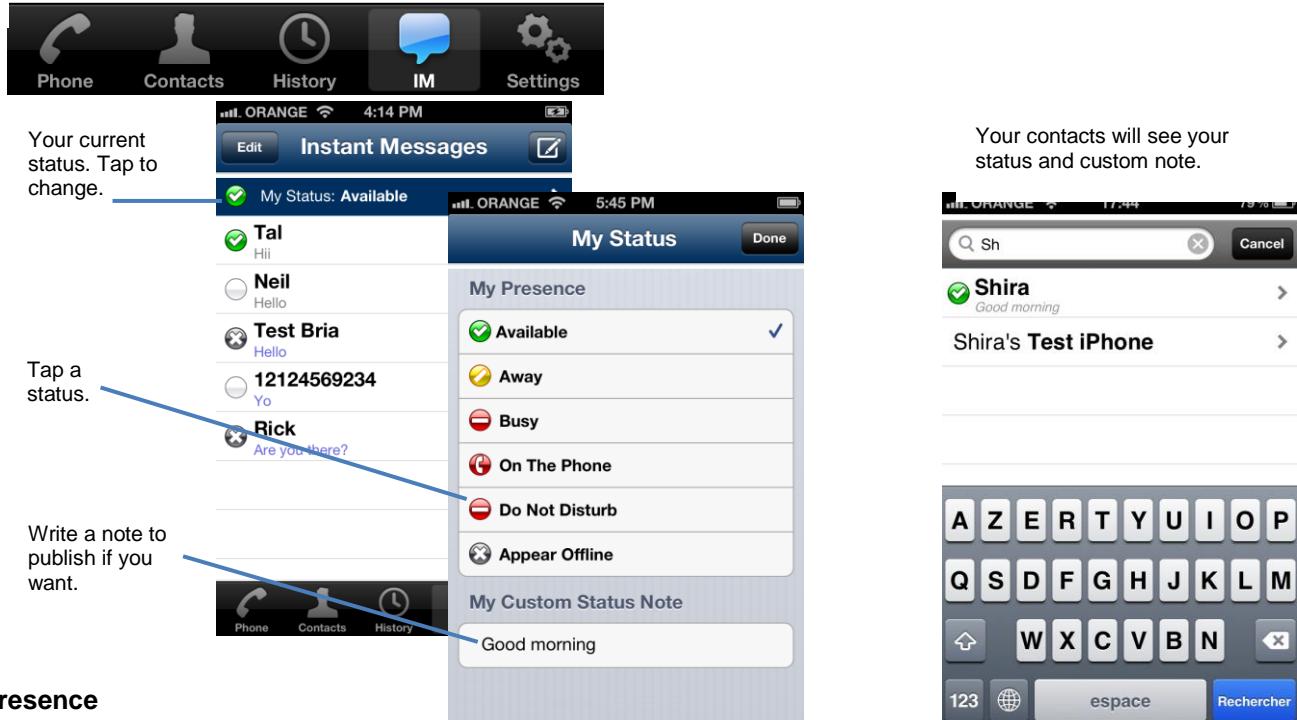
Tap Contacts



4.3. Setting Your Own Status

When you start ACN View, your online status becomes “Available”. When you make or receive a phone call, ACN View automatically updates your status to “On The Phone” if your online status is “Available” and no custom status note is specified. You can change your status from “Available” to other statuses such as “Busy” or “Away”. Once you change your status from “Available” or specify a custom status note, your status will remain as specified until you switch yourself.

Tap IM



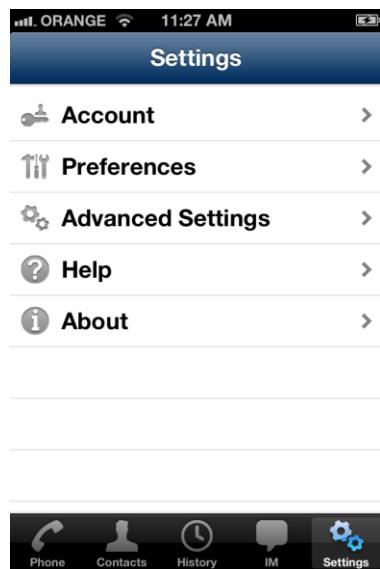
Status	Meaning
 Available	People can call you and send you an IM. If no custom status note is specified, ACN View automatically switches “Available” to “On The Phone” when you make or receive calls.
 Away	People can call you and send you an IM.
 Busy	People can call you and send you an IM.
 On The Phone	When you make or receive phone calls, ACN View automatically updates your status to “On The Phone” if your status is “Available” and no custom note is specified. When your call finishes, your status goes back to “Available”. While you are on the phone, you can still send and receive IMs.
 Do Not Disturb	No one can call you; the call fails and your call history shows a missed call. Your buddies can send you IM; an alert comes up on the IM tab without any sound.



Appear Offline

You are able to see presence of your buddies, but your buddies see you as offline. You will actually receive phone calls and IMs if your buddies do contact you; they are unlikely to do so because your buddies cannot tell the difference between "Appear Offline" and you really being offline.

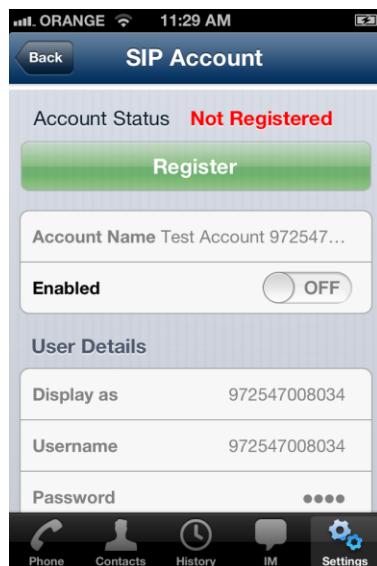
5. Settings



5.1.

5.1 Account

To change these fields on an existing account, you must first unregister the account or turn Enabled off for the account.



Field	Description
Account Name	Change the name as desired. For example, “business account”
Enabled	Typically On, in order to use the account for calls.
Display as	Your name. This will be your Caller ID if supported.
Username	Your 8 digits ACN View password.
Password	Your 4 digits ACN View password.
Account Specific Features	See below.
Account Advanced	See below.

Account Specific Features



Field	Description
Disable Mobile Data	Turn this setting on if you do not want to use Mobile data. This setting appears only when "Use When Available" is enabled under Preferences. <ul style="list-style-type: none"> • When ON, no mobile data will be used; therefore you will get no messages or notifications on this ACN View account when Wi-Fi is not available. You also will not be able to place or receive calls without Wi-Fi. • When OFF, mobile data will be used when Wi-Fi is not available.
Enable Video	ON to make video calls .
Always Offer Video	ON to always dial a number with video offer. Whether you use the keypad, the Contacts tab, or the History tab, all the outgoing calls will offer video to the other party. The default is Off.
Auto Send Video	When On, ACN View automatically starts sending video when you receive video calls. When Off, video does not start until you tap Send on the video screen. The default is Off.
Auto Speaker On	Usually ON. This setting applies to iPhone only. While headsets/Bluetooth are connected to ACN View, the sound always comes from headsets/Bluetooth regardless of this setting. <p>This setting could solve a problem that audio calls are treated as video calls (thus the speaker comes on automatically). Turning this setting off allows you to hear the sound from the earpiece.</p>
Enable IM & Presence	ON to share your online status with and send instant messages to your buddies. To use this feature.
Publish Refresh	Interval for publishing your status. Value in seconds. Minimum 30, default 900.

Subscribe Refresh	Interval for subscribing your buddy's status. Value in seconds. Minimum 30, default 900.
Enable SMS	ON to send an SMS to PSTN cell phone numbers. ACN View do not support this feature.

5.2 Preferences



Field	Description
Use When Available	<p>Appears only on iPhone.</p> <ul style="list-style-type: none"> • ON: When a Wi-Fi connection is not available, ACN View uses mobile data for messaging and voice mail notifications. You will also have a choice to allow VoIP calls or not (See below) • OFF: When a Wi-Fi connection is not available, SIP and XMPP services will be unregistered; you will get no messages or notification. Allow VoIP Calls is OFF; you will not be able to place or receive calls either.
Allow VoIP Calls	<ul style="list-style-type: none"> • ON: If using UDP for transport. • OFF: If using TCP or TLS for transport. <p>This setting lets you receive calls when ACN View is running in background and your transport is UDP. Turning this setting on decreases battery life. But if it is turned off, you will not be able to receive calls if you are using UDP.</p> <p>If you are using TCP or TLS, there is no need to turn this setting on.</p>
Run In Background	<ul style="list-style-type: none"> • ON: If using UDP for transport (page 41). • OFF: If using TCP or TLS for transport. <p>This setting lets you receive calls when ACN View is running in background and your transport is UDP. Turning this setting on decreases battery life. But if it is turned off, you will not be able to receive calls if you are using UDP.</p> <p>If you are using TCP or TLS, there is no need to turn this setting on.</p>

Custom Colors	You can change the color of various parts of the screen. This setting includes a Reset button, so you can easily return to the defaults.
Play Ringtone	ON to hear the ringtone.
Vibrate	Vibrate ON to vibrate when you receive a call.
Alert Answer	Controls the behavior of the incoming VoIP call prompt (when ACN View is in the background): <ul style="list-style-type: none">• ON: You can immediately answer the incoming call.• OFF: You can view the incoming call screen, and then choose either answer or decline the call.
Alert Missed	Controls the behavior of the missed call prompt (when you receive a call when ACN View is in the background): <ul style="list-style-type: none">• ON: A Missed Call alert appears on the native iPhone screen.• OFF: No alert appears.
Ringtone	The ringtone for incoming calls.
Background Image	The background image that appears when you are on a call. Swipe the image to delete.
Show URI Domain	ON: The phone number displayed for an incoming, outgoing or established call will include the domain name (for example, 1234@myVoipProvider.com). OFF (default): The domain name is not included in the display.
Forward Calls	ON to send all incoming calls to a specific number. So long as ACN View is enabled and registered and Run In Background (above) is ON, incoming calls will be forwarded to this phone number.
Send Landscape	When ON, your video will be forcibly sent in the landscape orientation. This is a compatibility mode for older devices that cannot render video in the portrait orientation. Use as an exception. The default is "Off".
Video Quality	<ul style="list-style-type: none">• Automatic: Recommended. Let ACN View select the best quality to use in a given situation.• Lower (QCIF): Quarter Common Intermediate Format uses 176 horizontal pixels and 144 vertical lines. QCIF transfers one fourth the amount of data; therefore it consumes less memory than CIF.• Higher (CIF): Common Intermediate Format uses 352 horizontal pixels and 288 vertical lines.• Extra High Decode (CIF): Choose this setting when the other party requires a different version of CIF (H.264 Baseline level 1.3), for example, Cisco hard phones.
Auto Login	Controls the Login behavior: ON: Upon App launch, you are automatically logged in with latest username and password. OFF: Upon App launch, you are asked to pass through login page and confirm account details.
Logout	Log out of current account and go to Login page.

5.2. Advanced Settings

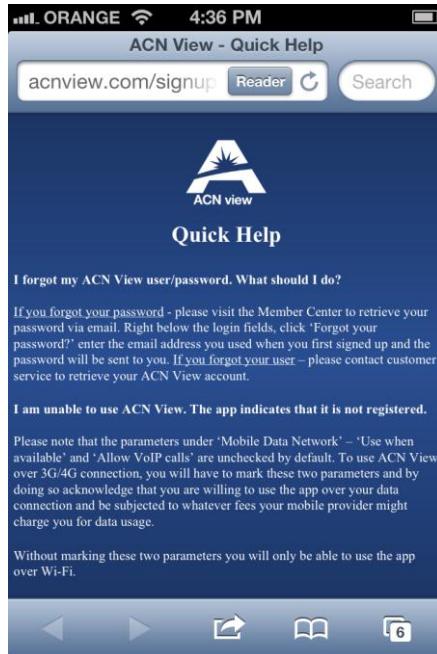


Field	Description
Use VPN If Active	If you are using ACN View with a VPN connection to your network, set this field to ON, to force ACN View to select the VPN network interface. If you are not using a VPN, set to OFF (default). Only set this field to ON if you are using a VPN connection, otherwise the wrong network interface may be selected, resulting in registration problems.
Voice Activity Detection	<ul style="list-style-type: none"> ON: audio is not transmitted when no one is speaking. Turning this feature on may reduce bandwidth usage. OFF (default): audio is transmitted when no one is speaking.
Noise Reduction Rx	Noise Reduction. When ON, ACN View attempts to reduce background noise on audio you are receiving from the other person. The default is OFF.
Quality of Service	If desired, ask your VoIP service provider if QoS is supported. QoS (Quality of Service) can allow your phone calls to be given a higher priority on the network. The default is OFF.
Audio Codecs Selection	Change your Audio codec selection to adjust the call quality.
Video Codecs Selection	Change your Audio codec selection to adjust the video quality.

Verify TLS Cert	<p>Applies only if you use TLS as the transport.</p> <ul style="list-style-type: none"> On (default): ACN View attempts to verify the certificate, sent by the SIP server, to see if it is trusted. For the certificate to be trusted, a corresponding CA certificate, provided by your VoIP provider, must be installed on your device (using the iPhone Configuration Utility for example). Off: ACN View accepts the certificate without attempting to verify it.
Alert In Background	<p>Alert In Background</p> <ul style="list-style-type: none"> On: ACN View sends notifications when an account fails to register. ACN View also notifies the user after the account is successfully re-registered. Make sure that ACN View notifications are enabled under iOS Settings. Off (default): ACN View does not send notifications regarding account registration errors.
Verbose Logging	<p>Leave this setting OFF unless customer support instructs you to turn it ON in order to troubleshoot a problem you are having on your device. Send Log Tap to upload the current log to customer support. Call Statistics To show detailed information about the current/last call. For example, the number of packets lost. For an ongoing call, the statistics information refreshes every second. Tapping the Refresh button stops auto refresh and presents you with a snapshot of the most current statistics. To enable auto refresh again, either long-tap the Refresh button, or leave the statistics page and come back again.</p>

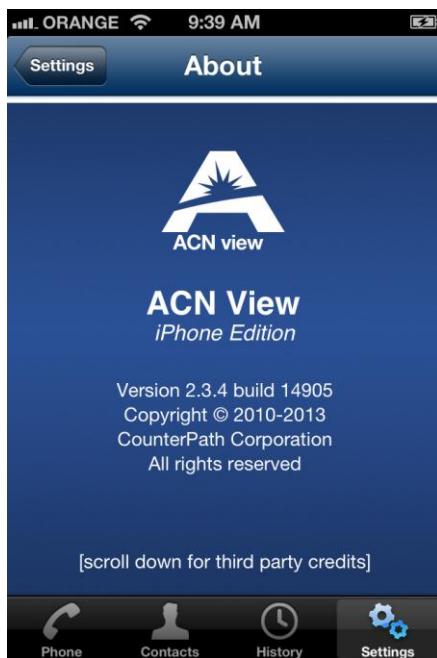
5.3. Help

Use for Frequently Asked Questions information directly from the application.



5.4. About

View ACN View installed application version information.

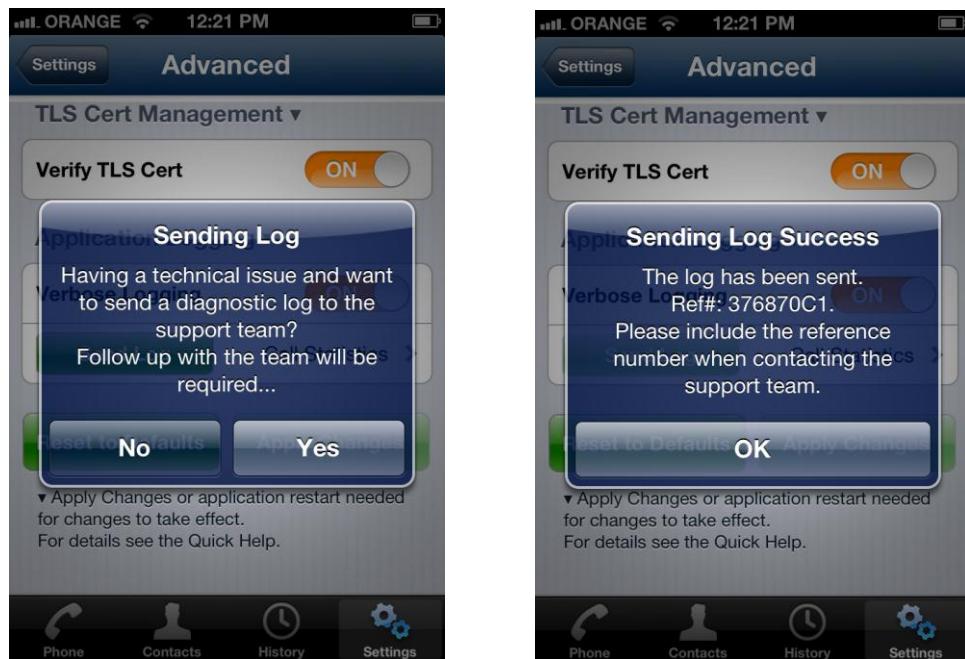


6. Support & Troubleshooting

6.1. Using ACN View Diagnostics

If you have a problem with ACN View, customer support may ask you to turn on diagnostics to capture information.

1. Go to Settings > Advanced Settings. If Verbose Logging is OFF, turn it to ON and tap Apply Changes.
2. Reproduce the problem. When done, go to Settings > Advanced Settings again. Tap Send Log. A prompt appears:



3. The description of the problem could include the following:

- What you were doing when the problem occurred.
- Your Apple device and model.
- Any recent changes you have made to your setup of ACN View.
- Whether you are in your “home” Wi-Fi zone (your normal Wi-Fi zone) or a different Wi-Fi zone.
- Whether you normally have 3G/4G enabled on your device and in ACN View.

4. When done, turn off Verbose Logging. Tap Apply Changes.

6.2. More Information

You can view Frequently Asked Questions at www.acnview.com

7. Glossary

ACN View call	A call made using the ACN View screen. Compare to "native call".
DTMF	Dual-tone multi frequency. DTMF is the system that is used in interactive voice response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dialpad or keyboard.
Home button	The button at the bottom of the iPhone or iPod touch.
IP address	A unique number that identifies a device. Devices on a network use the IP address to communicate with each other.
IVR	Interactive Voice Response. IVRs use DTMF.
Media	The audio portion (and the video portion if any) of a call. Compare to "Signaling".
Native call	A call made using the phone service that comes with the iPhone. Does not apply to the iPod touch.
Native phone service	The phone service that comes with the iPhone.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.
Signaling	The information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.
SIP	Session Initiation Protocol. The signaling protocol followed by ACN View for handling phone calls.
SIP account	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
softphone address	The address used to connect to a SIP endpoint. In other words, the "phone number" used in a VoIP phone call. For example: sip:joseph@domainA.com . For ACN View the registered mobile phone number for the user should include country code + area code + number.
Wi-Fi call	An ACN View call made over the Wi-Fi internet. To make a Wi-Fi call, you must be in a Wi-Fi zone.
3G/4G call	An ACN View call that uses the mobile data network rather than the Wi-Fi network. If you

	start (or receive) a call with an iPhone when you are not in a Wi-Fi zone, the call will be a 3G/4G call. Not all supported devices support 3G;
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